

Verifying Client Eligibility

| Contact | Information Available | Special Instructions | Hours (Mountain Time) |
|---|--|---|-------------------------------------|
| Client Eligibility Providers may use whichever method they find most convenient. | | | |
| FAXBack (800) 714-0075 | <ul style="list-style-type: none"> Client eligibility Third party liability Managed care and other restrictions | <ul style="list-style-type: none"> Call the number and enter your provider number, a client ID, and specific dates of service. Before using FAXBack, have your fax number on file with Provider Relations. When prompted, request the audit number or the transaction will not be completed. | 24 hours a day/7 days a week |
| Automated Voice Response (800) 714-0060 | <ul style="list-style-type: none"> Client eligibility Third party liability Managed care and other restrictions Amount of last check sent to provider | <ul style="list-style-type: none"> Call the number and enter your provider number, a client identification number, and specific dates of service. Verify eligibility for up to five clients in one call. Program benefit limits not available here. Contact Provider Relations for limits (see <i>Key Contacts</i>). | 24 hours a day/7 days a week |
| Medicaid Eligibility and Payment System (MEPS) meps.mtmedicaid.org or vhsp.dphhs.state.mt.us | <ul style="list-style-type: none"> Client eligibility Managed care and service restrictions Client demographics Third party liability Claim status history <p>QMB only eligibility may not be available on MEPS</p> | <ul style="list-style-type: none"> From the pavilion, click on <i>Human Services</i> followed by <i>Medicaid</i>. Before accessing MEPS, you must get a password by printing the MEPS Access Request form from the MEPS site and mailing to the address on the form. If the client is not currently eligible, the following fields will not display on the Patient Information Screen: <i>PASSPORT Provider</i>, <i>Phone</i>, <i>HMO</i>, <i>Phone</i>, <i>Copay Met Date</i>, and <i>QMB</i>. Only the first letter in each word is capitalized, causing some names to appear strange. For example, John Jones III would appear John Jones Iii. | 24 hours a day/7 days a week |
| ACS EDI Gateway 2324 Killearn Center Blvd. Tallahassee, FL 32309 (800) 987-6719 Phone (850) 385-1705 Fax For ASC X12N 270/271 Eligibility transactions | <ul style="list-style-type: none"> Client eligibility Managed care and services restrictions Client demographics Third party liability | <ul style="list-style-type: none"> Provider must enroll with EDI Gateway before they can receive X12N 270/271 eligibility transactions. | |
| Medifax EDI Medicaid Eligibility Verification System (MEVS) (800) 444-4336 ext. 2546 or 2072 www.medifax.com | <ul style="list-style-type: none"> Client eligibility Managed care and services restrictions Client demographics Third party liability | <ul style="list-style-type: none"> MEVS vendors provide real time access for verifying patient eligibility for Montana Medicaid and other commercial payers. MEVS vendors offer a variety of products to meet the needs of health care providers to include eligibility verification, claims credit card processing and statements. | 24 hours a day/7 days a week |
| Provider Relations Department P.O. Box 8000 Helena, MT 59604 (406) 442-1837 (800) 624-3958 In state (406) 442-4402 fax | <ul style="list-style-type: none"> Client eligibility Prior authorization status Claim status Amount of last check sent to provider Enrollment status Service limits | Have your provider number and client ID number ready when you call. | 8:00 a.m. to 5:00 p.m. Mon - Fri |
| Local Offices of Public Assistance | Client eligibility. | <ul style="list-style-type: none"> See <i>Local Offices of Public Assistance</i> listing in <i>Appendix B</i>. | 8:00 a.m. to 5:00 p.m. Mon - Fri |
| Presumptive Eligibility | | | |
| 1-800-932-4453 | Presumptive eligibility information | To become a provider who determines presumptive eligibility, call (406) 444-4540. | 8:00 a.m. to 5:00 p.m. Mon - Fri |